

MedInformatix Quarterly Newsletter



Aug 2017
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RANSOMWARE CONTINUES TO BE A THREAT TO BUSINESSES OF ALL TYPES, INCLUDING THE HEALTHCARE INDUSTRY.

What is ransomware?

Ransomware is a type of malware that prevents or limits users from accessing their important files or entire system until a ransom is paid using online payment methods, often in a form of currency called BitCoin. While ransomware is not new, it has surged internationally in recent years through both human vulnerabilities (e.g. weak passwords, phishing attacks) and system weaknesses (e.g. unpatched Windows computers).

What happened recently to make it so relevant?

While unsophisticated ransomware attacks started in Russia and have been around since 2005, they have now become a major threat across the globe. Just recently, in May of 2017, the "WannaCry" ransomware attacked many industries in many countries around the world in a coordinated, simultaneous attack, making it the largest ransomware attack to date.

How has ransomware impacted the healthcare industry?

Since the "WannaCry" attack, several health systems have been reportedly targeted, including Merck, Nuance, and Heritage Valley Health System. Healthcare IT News reports that of the malware attacks on the healthcare industry in 2016, 72 percent were caused by ransomware. The healthcare industry is the second-most targeted industry at 15% of ransomware incidents, just after the financial sector.

How can ransomware affect my healthcare practice, specifically?

In healthcare, a ransomware attack is considered by the Department of Health and Human Services to be a breach of HIPAA law, unless proven otherwise.

How do ransomware attacks happen?

Ransomware attacks are typically the result of "unpatched" Windows computers, poor peripheral network security, weak administrative-level passwords, and improper or untested backup systems.

MedInformatix urges you to continue to stay informed of the latest threats, test and train your staff to recognize threats, and work with your technical staff to ensure the continuous protection of your data.

WHAT'S NEW AT MEDINFORMATIX

Current
Version

MedInformatix Complete EHR v7.6.7.30- eleventh maintenance release to Q4/Winter 2016 version. For specific bug fixes, please visit [MISentral](#).

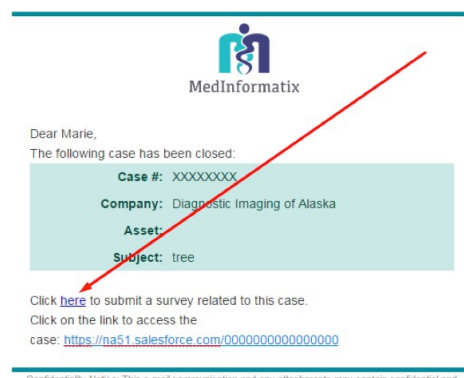
ONC Update:

Recently, CMS released two new proposed rules for CY 2018 to the Quality Payment Program (QPP) and the Medicare Physician Fee Schedule (MPFS). For highlights of these proposed rules, please refer to our most recent webinar slides. Also, CMS improved their QPP website to allow providers to check their QPP participation status against all requirements.

Finally, MedInformatix will be ready for use of Medicare Beneficiary Identifiers (MBIs) in accordance with the New Medicare Card initiative (formerly called the SSNRI). For more information, please refer to our QPP Webinar Series.

Are you missing our survey link?

When you receive a notification that your support case has been closed, there is a link at the bottom to take a brief survey to let us know how we did. Please consider submitting a survey response for each of your cases to help us continue to improve our service.



MI Summit 2017:

Collaborative. Educational. Interactive.

MedInformatix is in high gear as we prepare to present this year's attendees with a brand-new format: delivering sessions that help you tackle real-world healthcare operational challenges and cross-apply expectations for workflow efficiency and mandates. Based off feedback from past programs, we've designed these sessions around our proven Train-the-Trainer methodology to effectively help you gain the workflow and technical knowledge to address obstacles every practice experiences. Don't miss out on this exclusive opportunity.

Other topics include, but are not limited to: HIT Initiatives and the QPP, new features and functionality, roundtables, our new patient online services, and analytics tools.

Don't miss out! Register now- <https://misummit2017.dryfta.com/en/>



MAKE THE MOST OF APPOINTMENT REMINDERS: A FREE GUIDE

Missed appointments result in a lose-lose situation for both provider and patient. Most importantly, missed appointments negatively affect the health and treatment outcomes of the patient and increase the likelihood of complications and hospital admissions. In [this free guide](#) from PhoneTree, we explore how to reduce missed appointments with the ultimate goal to improve patient care.



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A MESSAGE FROM ZIRMED

A surprising percentage of your self-pay and charity patients likely have full or partial insurance coverage that the patient and provider are often unaware of. ZirMed's Coverage Detection solution finds hidden coverage for self-pay patients to help collect the revenue owed to your customers. Stop by the ZirMed booth at the 2017 MI Summit, September 19th – 22nd to learn more – or check out the [data sheet](#) if you'd like more information!



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TIPS AND TRICKS FOR GETTING THE MOST OUT OF THIS YEAR'S SUMMIT

1. Get active beforehand. If you are not on MICentral, our user community forum, contact [Client Relations](#) for access. Once you're in, familiarize yourself with the resources available, join a role-based, specialty-based, or interest-based group, and start up a conversation with other users or MI staff! If you have any burning questions that you're hoping we'll answer at the Summit, this is a great way to let us know.
2. Know what you need. Familiarize yourself with the agenda and discuss it with your colleagues. What are specific areas of interest and what are some issues your organization is experiencing? Since not everyone from your organization is able to attend, help others out by asking what questions or topics they'd like you to pay special attention to at the Summit. Our studios are your chance to optimize your workflow approach by working with others, and our open-format labs are a great opportunity to ask specific questions and build technical skills that you can take home and apply right away.
3. Participate in everything. Many aspects of the Summit take place outside of the general sessions, roundtables, studios, and labs. Meet our exhibitors and learn about their complementary products or contribute your thoughts to our Idea Zone in the hallway. Get to know MI staff and your fellow users at the service/networking reception or at the social! You never know who might be facing some of the same challenges and can offer you a solution!

UPCOMING EVENTS



RSNA 2017

11/26 – 11/30 (exhibit days)
McCormick Place
Chicago, IL
Booth #6304 | North Hall B

FUN BOX: EMPLOYEE SPOTLIGHT OF THE QUARTER

Name: Chris Bruns | **Role at MI:** Product Manager

Typical workday for Chris:

- Chris leaves his home at 6am and commutes to work by bicycle.
- After a quick visit to the building's gym, he dives into work, drinking espresso throughout the morning.
- His busy day consists of product review, working with the development team and other departments, covering the HIT events of the week, and everything in between.*
- Chris frequently skips lunch, finally heading home between 4 and 6pm each day.

Favorite aspect of his job: "Delivering stable, new, customer-focused features"

Favorite color: Blue

Favorite movies: Pulp Fiction, The Empire Strikes Back, and The Princess Bride

Favorite book: Chris doesn't have a single favorite book, but the first novel he ever read cover-to-cover was The Mote in God's Eye ("a science fiction masterpiece") when he was eight years old.

Favorite hobby: Spending time outdoors- mountain biking, hiking, bouldering, skiing, swimming. ("The wilder the better.")

Favorite place to vacation: Chris has traveled all over the world, but one of his favorite places is The Wickaninnish Inn in Tofino on the secluded western coast of Vancouver Island in British Columbia, Canada.

Fun fact: Chris was born on the night that man first orbited the moon, in Apollo 8, on Christmas Eve, 1968.

*Get a deeper glimpse into Chris's insights and projects at his [sessions at the MI Summit 2017](#): HIT Initiatives and What You Need To Know, The MedInformatix Approach to the QPP, and The MedInformatix Roadmap: 2017 and Beyond. [Register Now.](#)